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§1–607.

- (a) (1) This subsection applies to applications for all licenses and permits issued, or required to be reissued, by the Department.
- (2) On or before January 1, 1998, and each year thereafter, in consultation with interested parties, the Department shall publish expected review times for each licensing and permitting program.
- (3) On or before January 1, 1998, for each licensing and permitting program, the Department shall offer assistance and information to persons which may include:
- (i) Written lists of information and materials required with applications;
- (ii) Written lists of common application questions and mistakes;
- (iii) Preapplication meetings with prospective applicants to address technical issues;
- (iv) Written receipts to the applicant upon submission of an application; and
 - (v) The status of active applications.
 - (b) (1) This subsection applies to permits which are:
 - (i) Identified in § 1–601(a) of this subtitle; or
 - (ii) Issued under Title 5, Subtitle 9 of this article.
 - (2) The Department shall provide to the applicant:
 - (i) A notice of completed application; or
- (ii) If the Department determines that the application is incomplete, the reasons, in writing, that the application was determined to be incomplete.

- (3) (i) For permits identified in § 1–601(a) of this subtitle, the notice of completed application shall include an estimated time for issuance of the tentative determination if requested by the applicant.
- (ii) For permits issued under Title 5, Subtitle 9 of this article, the notice of completed application shall include an estimate of the date by which the Department will grant, deny, or condition the permit.
- (4) A permit applicant may apply to the Department for a refund of all or a portion of the application fee if:
- (i) 1. For permits identified in § 1–601(a) of this subtitle, the Department fails to issue a tentative determination regarding the application within the estimated time provided in the notice of completed application; or
- 2. For permits issued under Title 5, Subtitle 9 of this article, the Department fails to grant, deny, or condition a permit within the time periods provided under § 5–906 of this article;
- (ii) The applicant demonstrates that the delay was caused solely by the Department and was not the result of procedures or requirements outside the control of the Department, including:
- 1. Reviews by federal, local, or other State government agencies;
 - 2. Procedures for public participation; or
- 3. The failure of the applicant to submit information to the Department in a timely manner; and
- (iii) 1. For permits identified in § 1–601(a) of this subtitle, the applicant applies to the Department within 60 days after the estimated time for issuance of a tentative determination; or
- 2. For permits issued under Title 5, Subtitle 9 of this article, the applicant applies to the Department within 60 days after the date by which the Department was to have granted, denied, or conditioned a permit under the time periods provided under § 5–906 of this article.
- (5) The Secretary, or the Secretary's designee, shall review the refund request and determine if a refund of any amount is appropriate.

(6) If the Secretary denies the refund request, the Department shall provide the applicant a written explanation of the denial and of the procedures and requirements outside the control of the Department on which the denial was based within 60 days.

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